

November 3, 2016

Charlotte Hall Veteran's Home
29449 Charlotte Hall Road
Charlotte Hall, Md. 20622

I apologize for taking so long to write a Thank You letter but it was difficult because it's closing my Uncle, Private William Thomas Withers, affairs with Charlotte Hall which brings the reality of the end of our relationship. It has been a pleasurable 3 years. So many things are said badly about Living Assistance, Nursing Homes, and Hospice facilities but I can only say good things about Charlotte Hall. A1 facility, warm atmosphere, neat, clean and met my Uncle's budget!



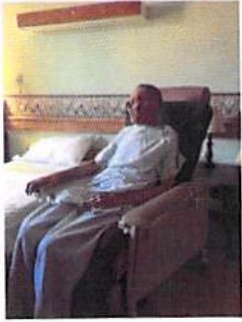
Private Withers served in the United States Army from 1952 to 1954 in the Korean War receiving an Honorable Release for Active Duty and did not realize he was eligible for VA Benefits until he began to take ill. My Uncle and I didn't have a close relationship and I was amazed with God how he gave me the responsibility of caring for him. While I was taking him to see many doctors to find out what was wrong with him, I was assisting him with processing paperwork to get his a VA benefits. Everything came together and his first visit with VA doctor instructed me to get my Uncle to the VA Hospital in Washington, D.C. right away. Knowing that I couldn't care for my uncle the way he needed to be cared for, the VA stepped in to help me find assistance for my Uncle Tom. God brought us to Charlotte Hall. I am writing this letter to extend my thanks to everyone in Charlotte Hall that was instrumental in caring for my Uncle during his stay at your facility which extended his life. The nurses on his ward were warm, caring and very in tune with his needs. My Uncle was able to enjoy the end of his life with dignity, pride and continue his independence in a warm atmosphere in their Living Assistance facility until his life was beyond their care. Tom was quiet and not that outgoing. He enjoyed playing checkers with my husband in your game room, and the gliding swing in the patio area. He also enjoyed the outings with my husband and me. His favorite was going to see his wife and dairy queen.



Towards the end, his life rapidly started failing and he had to reside in their nursing home for a short period of time and then to hospice. The nurses and the front office staff made those 3 years very easy for me to continue my daily life, two jobs and see that my Uncle receives care that I couldn't provide him.

I must commend you for having such a fine staff of people working for you in a business where they don't get the recognition for their efforts that they work very hard for. I would also like to speak highly of two employees, *Lori Wood* was always so honest and helpful with what was needed and who I needed to contact inside and outside of Charlotte Hall and *Lakisha Harris* with his finances. They were both

always available no matter what time I came to their office or called. Lakisha even assisted me after her position change. Without the tentative help provided from these two over the phone, via email and in the office, I am sure I would have gone in circles on many occasion before getting the assistance needed regarding my uncle's personal affairs.



While my Uncle was still able to make decisions, Ms. Lori recommended Brinsfield-Echols Funeral Home. My Uncle was able to use his insurance policies to make his arrangements. He was a realist... funny we debated about the color of his casket but he was right. I received a call from Charlotte Hall that his breathing was irregular but he left that morning before I could get there. Uncle Tom went home to be with the Lord on July 19, 2016. He looked just like he was asleep.

At his funeral, he looked really good. I smiled and said to myself, that he was right the casket he picked was the better choice. Brinfield-Echols did an excellent job at carrying out his wishes... I can't say enough about the easy, stress free experience we had working with Charlotte Hall and Brinsfield-Echols Funeral Home.

Again, everything came together even our relationship.

In closing, I am forever so grateful for your services!

Sincerely,

Mrs. Diane A. Withers Ellis